

DOVER DIXON HORNE PLLC

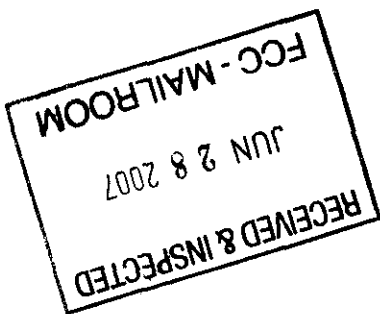
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June 20, 2007

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THE MERITAS LAW FIRMS WORLDWIDE

DOCKET FILE COPY ORIGINAL



Ms. Marlene H. Dorch

Office of Secretary

Federal Communications Commission

445 12th St., SW, Rm TW-B204

Washington, DC 20554

Re: FCC/CG Docket NO. 03-123

Dear Ms. Dorch:

On behalf of the state of Arkansas, the Arkansas Deaf and Hearing Impaired Telecommunication Services Corporation submits the Consumer Complaint Log Summary for the annual period ending May 31, 2007.

Enclosed you will find the original and four copies of the printed report, together with an electronic disc copy of the Complaint Log on a standard 3.5 inch diskette (formatted in an IBM compatible format using Word 97 or compatible software).

As requested by the FCC, we are also providing a copy of the printed report to Pam Gregory, along with a copy of this letter.

Should you need additional information from Arkansas, please feel free to call or contact me.

Very truly yours,

DOVER DIXON HORNE PLLC

Steve L. Riggs

SLR/als

Enclosure

cc: Pam Gregory

Ken Musteen

Tommy Walker

No. of Copies read
List ABCDE

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Complaint Tracking for AR (06/01/2006-05/31/2007). Total Customer Contacts: 9

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
05/22/07	AR VCO user complained that while placing a phone call via relay the operator and outbound party could not hear her.	05/22/07	Apologized and entered Trouble Ticket. Customer did not request follow up. Technician addressed the issue and the problem was resolved
04/23/07	Disconnect/Reconnect during calls	04/23/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
03/01/07	Disconnect/Reconnect during calls	03/01/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
01/04/07	Customer VCO brand not showing.	01/04/07	Apologized for the problem and opened Trouble Ticket. Follow-up required for problem resolution. Made multiple test calls. It came in VCO every time. No record of customer contact available so no further follow up action.

07	AR VCO customer branding is gone when calling through SC center.	01/04/07	Apologized and opened Trouble Ticket. Follow up requested. This number is showing up in ANI.DAT as VCO. Referred to tech for resolution
06	Voice caller said the operator was rude and yelled at her to slow down instead of just saying "one moment pls" - then the operator yelled that she wasn't yelling. Also used VCO bridge improperly - opened VCO bridge while voice user was talking (did not wait for the GA) and opened VCO bridge while voice user had them on hold - so VCO user was talking to dead air.GA.	10/20/06	Supervisor met with agent and agent demonstrated knowledge of VCO procedures. However, agent was coached on the importance of demonstrating a warm and friendly demeanor when speaking with customers. No follow up requested.
06	Captions lag too far behind voice	08/01/06	Customer shared feedback regarding accuracy of captions and captioning speed. Apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document date, time and CA number for future feedback.
06	Customer stated this agent dialed 800 number and said "busy". Customer had to ask for REG 800.	06/29/06	Supervisor apologized for the inconvenience and assured this would be forwarded to appropriate supervisor. Follow up requested via email provided. Supervisor met with agent and coached agent on proper Reg 800 procedures. Agent understood Follow up email sent to the customer 6/29/06.

06/13/06	Accuracy of captions	06/13/06	Customer shared feedback regarding accuracy of captions and captioning speed. Apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff.
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DOCKET NO.

03-123

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